

THE EBT INSIDER



Summer 2016

EBT Customer Help Line Change

Effective August 10, 2016, cardholders who call the EBT Customer Help Line and enter their 16 digit card number will need to enter the last 4 digits of their Social Security Number to hear their account balance and other account information. This is to provide additional security for the cardholder's account information. Cardholders with no SSN should enter all zeroes.



Farmer's Markets and SNAP

Farmer's markets are in full swing, and you may have noticed some markets accepting SNAP EBT. Farmer's markets are being encouraged by USDA/FNS to become authorized SNAP retailers to provide healthier, fresher options for SNAP clients. Some farmer's markets are offering incentives like dollar match programs to encourage SNAP participation. There are currently approximately 70 farmer's markets across the state that accept SNAP.

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EBT Questions? The best way to get help is by emailing the EBT Help Desk at ebt.centraloffice@fssa.in.gov. The Help Desk mailbox is monitored every business day, from 7:30am- 4:00pm.

Retailers and Keyed-In Card Numbers

EBT Central Office recently received reports of cardholders not being allowed to use EBT to pay for purchases if they had to key-in their card number. Retailers should not be declining sales to EBT cardholders who have to key-in their card number. Cardholders need to key-in their number if the magnetic strip is damaged and unable to be swiped, or the Point of Sale (POS) machine is not functioning properly. Federal SNAP regulations allow the card number to be keyed-in, as long as the card is present. The cardholder should be advised to order a replacement card when their card is damaged. If you hear of any issues with a retailer denying a cardholder's purchase with a keyed-in card number, assist the client in ordering a replacement card and report the store name and store address to the EBT Program Manager, Angela Albin.



Set up reminders to log into the EPPIC EBT system at least once every 60 days to avoid being locked out. Users who do not log in within 90 days will have their accounts disabled. After 180 days with no log in, the user ID is deleted off the system. To re-instate a deleted user, a NEW user account must be created by EBT Central Office staff.

The EBT Policy Guide is on The Hub, along with other helpful EBT items. Find us on the DFR page, under "Program Information", or go to <https://intranet.fssa.in.gov/Pages/EBT-Hoosier-Works-Card.aspx>